

IN THE CLAIMS

Please amend claims 10, as follows:

1 10. [Amended] The method of claim 5, said tasks including
2 procedures for

3 performing analysis on the customer human relations
4 environment, including a plurality of the set including
5 organization structure and relationships, labor
6 relations, management, administration, and end user
7 roles and responsibilities;

8 developing and approving a detailed transition
9 management and communication plan;

10 updating a customer specific transition management
11 strategy; and

12 defining a quality assurance process.

REMARKS

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